

HUMAN RESOURCES ADMINISTRATIVE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To perform a variety of complex administrative support duties requiring knowledge of the City's programs and functions, procedures and operating details, and human resources programs and services; to provide advanced confidential support to the Human Resources program; to provide information to citizens and the general public; to receive and direct telephone calls and visitors; to receive, route and distribute incoming and outgoing mail; to maintain a variety of files and records; and to perform a variety of administrative support duties relative to assigned area of responsibility using independent judgement.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from higher level management or supervisory staff.

DISTINGUISHING CHARACTERISTICS

This is the highest level of the Administrative Support series for Departmental operations. Employees within this class are distinguished from the Administrative Specialist II by the performance of the full range of duties and thorough knowledge of City and Human Resources programs, functions, procedures, and operations. Employees have access to confidential collective bargaining information related to proposal development. Employees at this level receive only occasional instruction or assistance as new or unusual work situations arise, and are fully aware of the operating procedures and policies of the Department of Administrative Services and the Human Resources program.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Perform a variety of complex administrative support tasks in the Human Resources program area including labor relations data collection, health, dental, vision, and life insurance administration, recruitment coordination, workers' compensation claim processing, retirement processing, training and leave administration.
2. Maintain the City Human Resources Information System including processing employee actions, leaves, and changes in benefits and deductions. Ensure accurate and timely processing of data changes.
3. Type, proofread and word process a variety of correspondence, letters, forms and documents from rough draft, verbal instruction or dictation; compile data and prepare various reports.
4. Provide front counter assistance; screen office visitors and provide information on all City services and programs; respond to requests for information and distribute appropriate forms or applications; accept applications and payments.
5. Register and make reservations for City resources including conference rooms.
6. Answer multi-line telephone and route calls to appropriate personnel throughout City; provide information on City services, policies and procedures as required.
7. Maintain accurate and up-to-date files and records for highly confidential human resources information; monitor various logs, accounts and files for current and accurate information.

CITY OF FOREST GROVE

Human Resources Administrative Assistant (*Continued*)

8. Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute as requested.
9. Type and distribute electronic and traditional purchase orders; enter data into computer; log purchase orders, invoices and cash receipts; balance petty cash.
10. Maintain inventory of forms, office supplies and other general supplies for assigned Human Resources and Administrative Services; order supplies as needed.
11. Operate a variety of office equipment including a typewriter, calculator, switchboard, copier, facsimile machine, adding machine, cash register or computer.
12. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Human Resource practices and procedures in recruitment and selection, training and organizational development, classification and compensation, labor relations, leave administration, and benefits administration.

Modern office procedures, methods and equipment, including computers and supporting word processing and spreadsheet applications.

English usage, spelling, grammar and punctuation.

Methods and techniques of proper phone etiquette.

Principles and practices of customer service.

Methods and techniques of compiling and formatting data and information.

Principles and procedures of filing and record keeping.

Basic principles of business letter writing.

Operations, services and activities of assigned department or division.

Basic mathematical principles.

Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Perform the full range of administrative duties in assigned department or division.

Process paperwork related to employment, benefits and other requests specific to department operations.

Effectively respond to requests and inquiries from the general public.

Interpret and explain City or department policies and practices.

Prepare a variety of reports and correspondence.

Type and/or enter data on a computer at a speed necessary for successful job performance.

Operate office equipment including computers and supporting word processing and spreadsheet applications.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Education and Experience Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

CITY OF FOREST GROVE
Human Resources Administrative Assistant (*Continued*)

Education:

Equivalent to the completion of the twelfth grade and training in a specialty area related to position.

Experience:

Three years of increasingly responsible administrative support experience including at least two years of human resources program assistance.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office setting; exposure to computer screens.

Mobility: Incumbents require sufficient mobility to work in an office setting, and operate office equipment.

Vision: Vision sufficient to read small print, computer screens and other printed documents.